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THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Kannan Srinivasan  
and Michael I. Shamos

U.S. Serial No.: 09/804,728

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Docket No.: 01-172

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

METHOD AND APPARATUS FOR  
INTERNET CUSTOMER  
RETENTION

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April 14, 2004

GROUP 3600

**WITHDRAWAL OF AUTHORIZED REPRESENTATIVE**

Pursuant to 37 C.F.R. § 1.36, please withdraw Thomas C. Wettach, Frederick L. Tolhurst, Gerald J. Iwanejko, Jr. and Christine (Wettach) Trebilcock of Cohen & Grigsby, P.C. as the authorized representative for the above-captioned patent application. Please direct any future correspondence concerning this patent application to Intellions, Inc. c/o Sanjay Chopra at the following address:

Intellions, Inc.  
c/o Mr. Sanjay Chopra  
3017 East Ridge Drive  
Gibsonia, PA 15044

We appreciate your favorable consideration of this request.

Respectfully submitted,

By Christine W. Trebilcock  
Christine W. Trebilcock  
PTO Registration No. 41,373  
Cohen & Grigsby, P.C.  
11 Stanwix Street, 15th Floor  
Pittsburgh, PA 15222  
(412) 297-4900